Switch to Save Program

Frequently Asked Questions

Project Partners Involved

Bendigo Bank has partnered with Energy Makeovers to create the 'Switch to Save' program.

Environment & Sustainability

- Trudy Ellery, Head of Environment & Sustainability 03 5485 6787
- Joshua Pell, Innovation & Project Manager 03 5485 6785

Retail

- Zenda McConnell, Sales Support Manager Victoria 03 5485 7138

Energy Makeovers

- Phone: 1300 98 26 28
- Email enquiries@energymakeovers.com.au
- Website: www.energymakeovers.com.au

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Eligibility / Location

Q: Who can have the Standby Power Controllers Installed?

A: Any Victorian household – Bendigo & Adelaide Bank customers and non-customers are all welcome to participate.

Q: Can I have these devices installed to my business address?

A: No, Switch to Save is a carbon reduction project being conducted under the Victorian Government's Victorian Energy Efficiency Target Scheme (VEET) and is designed to deliver energy savings and greenhouse gas savings through the installation of products which generate carbon credits. The VEET program which is administered by the Victorian Government Essential Services Commission does not allow the installation of Standby Power Controllers at business addresses at this point in time.

Q: I don't live in Victoria, can I still participate in this program?

A: No, Switch to Save is a carbon reduction project being conducted under the Victorian Government's Victorian Energy Efficiency Target Scheme (VEET) and is designed to deliver household energy savings and greenhouse gas savings through the installation of products which generate carbon credits. Energy Makeovers is accredited to create Victorian Energy Efficiency Certificates (VEECs) from the project. For this reason, only Victorian households can register for this program.

Q: What can be linked to the Standby Power Controller?

- A: Acceptable primary connected appliances for AV SPCs are:
  - TV
- Acceptable secondary connected appliances for AV SPCs are:
  - DVD Player
  - Set Top Box
  - VCR
  - Audio Equipment
  - Gaming System
  - Pay TV Device
  - Blue Ray Player
  - Gaming Accessories
  - Surround Sound
  - Stereo

- Acceptable connected master appliances for IT SPCs are:
    - Laptop
    - Desktop Computer
- Acceptable connected appliances for IT SPCs are (you must have 2 of these devices)
    - Printer
    - Router
    - Fax
    - Scanner
    - Photocopier
    - Speakers
    - Modem
    - Monitor
    - Gaming Controller
    - External Hard-drive

Cost

Q: Are there any hidden costs with this project?

A: No, There are no hidden costs involved with this program, customers will not be required to financially contribute in anyway with the 'Switch to Save' program

Q: How can this service be free?

A: The 'Switch to Save' program is funded by the creation of Victorian Energy Efficiency Certificates (VEECs).

'Switch to Save' is a carbon reduction project being conducted under the Victorian Government's Victorian Energy Efficiency Target Scheme (VEET) and is designed to deliver household energy savings and greenhouse gas savings through the installation of products which generate VEECs. Energy Makeovers is accredited to create VEECs from the project. An energy provider will be purchasing these VEECs to help them meet their mandatory emission reduction obligations under the VEET scheme, which in turn funds the free supply and installation of the Standby Power Controllers.

To take up the offer, residents will need to sign a form confirming that Energy Makeovers provided and installed the Standby Power Controllers (SPCs) for free, assigning the right to create VEECs to Energy Makeovers. The signed forms are Energy Makeovers proof that greenhouse gas emissions have been reduced by providing and installing the SPCs.

The scheme is regulated by the Essential Services Commission. For more details about the scheme and the Essential Services Commission visit www.esc.vic.gov.au/public/VEET/.

Cancellation

Q: What if I change my mind and don't want to have the Standby Power Controllers installed?

A: If you change your mind, please call Energy Makeovers on 1300 98 26 28 at least 24 hours before your scheduled time to cancel your appointment.

Installations / Process

Q: I rent my property, can I get an Standby Power Controllers installed?

A: Yes, tenants don't need the owner's permission to install the devices and they can be taken with you if you move.

Q: How many Standby Power Controllers can I have installed?

A: A maximum of 4 Standby Power Controllers can be installed to each home.

Q: How long will it take for households to receive phone calls and installations after registrations?

A: This will depend on where you live in Victoria – with Metro and Regional Areas being more serviceable they will be more readily available to service.

Metro	Regional	Rural
Call: Within 2 business days	Call: Within 2 business days	Call: Within 2 business days
Installation: Within 4 weeks	Installation: Within 4 weeks	Installation: Within 12 weeks

Metro: Melbourne and surrounds

Regional: Geelong, Bendigo, Ballarat, Shepparton, Morwell, Moe, Traralgon, Warragul, Castlemaine, Kyneton, Daylesford, Seymour, Wodonga.

Rural: Remainder of the state

Q: What happens if I'm not home when the installers call around?

A: Installers may only be in your area for a short time so please ensure that you are home at the scheduled appointment time. If you are not home at the appointment time we cannot guarantee that you will receive the Standby Power Controllers.

Q: Will installation teams be installing over a combination of weekends, evenings and weekdays or do they have set work times and days?

A: Most installers work 6 days a week (Monday to Saturday). Installations take place between 8.30am and 7pm.

Each household who takes up the offer will need to be home to sign a form that confirms the installation.

Q: Who must be home when the installers arrive?

A: This form must be signed by a person who is 18 years or older and responsible for paying for the energy bills.

Q: Can I trust the installers who come into my home?

A: All installers on the 'Switch to Save' program have applied for and passed a Police Check and received all necessary training required by VEET. Training includes Energy Efficiency Installers code of conduct, Quality and Assurance procedures, OH&S, Customer service, Accurate Activity Record completion, VEET Information sheet.

The Product

Q: How do the Embertec SmartSwitch™, Standby Power Controllers work?

A: Standby Power Controllers monitor human interaction and electrical parameters, determines the user power requirement and turns appliances on or off at exactly the right time.

For AV (TV) Standby Power Controllers when the user switches appliances off, standby power is shut off completely after a short period of time. Power is immediately restored when the TV is reactivated with the remote control.

For PC Standby Power Controllers whenever the computer goes into standby, hibernate or off mode, power is removed from all of the connected peripherals. Power is immediately and automatically restored when the computer is reactivated in the normal way.

Q: Can the Embertec SmartSwitch™ damage my equipment?

A: No. Embertec products are simple power switching devices that cannot interfere with your equipment. They are manufactured and tested to comply and meet International standards.

It is important to note that the Embertec SmartSwitch™ SPC uses "Zero Crossing Detection" for switching off, meaning that the current is switched off during the zero point of an alternating current cycle. This eliminates any chance of causing damage to equipment.

Q: Does the Embertec SmartSwitch™ have surge protection?

A: Yes, Embertec SmartSwitch AC and PC both have surge protection that protects all your appliances connected to an Embertec SmartSwitch; providing assurance that your equipment is protected against dangerous power surges from your electricity source. Embertec SmartSwitch™ has a total surge protection up to up to 537 Joules / 13,500 amp. In the event of a major power surge, electrical overload or wall outlet failure, Embertec SmartSwitch will remove power to both sockets to further protect your connected equipment.

Q: Does switching my Computer, Peripherals (monitor, speakers etc) and Audio Visual equipment on and off reduce the life of my equipment?

A: No. In today's modern electronic equipment, components are not compromised by switching devices on and off. In fact, Embertec SmartSwitch extends the life of your equipment by switching them off while not being used and allowing components to cool down. By leaving devices on when not used allows the electronic components to heat up and expand. This continued heat and expansion of the electronic components may cause failures within the device(s) and therefore shorten the life cycle of your electrical equipment.

Q: What if the product fails? Is there a warranty?

A: All Embertec SmartSwitches™ are supplied with a 12 month replacement warranty from Embertec Pty Ltd. For details of the warranty, please see the user manual supplied with the Embertec SmartSwitch™. If your device fails, please contact customer support at 1300 98 26 28 and we will act to resolve the issue as soon as possible.

Q: Can I plug more than one device into the 'Always On' socket?

A: For Embertec SmartSwitch PC connect one PC only. For Embertec SmartSwitch AV (TV) connect as many devices (via your normal power board) as needed. Devices can be connected onto both, 'Always On' and 'Power Saver' sockets.

Q: Can I plug more than one device into the 'Power Saving' socket?

A: Yes. When there is more than one device that needs to be connected to 'Power Saving' socket, any power board or surge board may be connected to this socket. Please note; devices connected to the 'Power Saving' socket via any trailing power board or surge board will be switched off in a power saving cycle.

Q: Can I activate my Embertec SmartSwitch if I have damaged, or misplaced my remote controls, or if the batteries have run out?

A: You can activate the Embertec SmartSwitch using the push button on the EmberSensor. Simply press the EmberSensor button once to apply Standby power to the connected devices. You can then continue to operate your appliances in the normal way, using the switches, and control panel on the appliance itself.

Q: Can I connect electrical equipment to the Embertec SmartSwitch even if the equipment doesn't have a standby function such as a lamp or turntable?

A: Yes, any appliance can be connected to the Embertec SmartSwitch; these items will be automatically switched off during a power saving cycle.

Paperwork for household Installations

(Assignment Form)

Q: Why do residents need to sign the Assignment Form?

A: To take up the offer, residents must sign an Assignment Form which is proof that the installation and provision of products has taken place.

In exchange for receiving FREE installation and products FREE of charge from Energy Makeovers, residents assign the right to create carbon credits (Victorian Energy Efficiency Certificates - VEECs) from the installation to Energy Makeovers.

Q: What happens to my personal information on the Assignment Form or Installation Agreement?

A: The personal information collected on the Assignment Form is required by the VEET scheme. The information is collected, used and disclosed by Energy Makeovers to the Essential Services Commission (ESC) for regulatory purposes related to the government scheme and its evaluation.

Energy Makeovers accepts and complies with the Information Privacy Act (Vic), the National Privacy Principles and the Privacy Act. No personal information is disclosed without the consent of the individual.

Please note: Energy Makeovers will, upon completion of the Switch To Save program, provide Bendigo Bank with data collected through the Assignment Form to allow Bendigo Bank to confirm those households that have received an installation of Embertec SmartSwitches via the Switch To Save program and communicate with participants in the future.